YOUR BUSINESS PHONE IS NOW A BUSINESS TOOL.

Welcome to Comcast Business Class Voice

comcast Business Class

Table of Contents

Welcome to Comcast Business Class Voice 4

Messages — Online or On the Phone 5
- Business Class Voice Mail 5
- Setting up Voice Mail 5
- First Time Voice Mail Activation 5
- Accessing Voice Mail 5
- Using the Voice Mail access number 5
- Managing Voice Mail 6
  - Main Menu options 6
  - Message options 6
  - Greeting options 7
- Using Your Voice Mailbox to Forward Calls 7
- Leaving Messages for Other Users in your Group 7

Business Voice Online 7
- Using your Voice Online 7
  - To set the number of rings before a call goes to Voice Mail 8
  - To activate/deactivate Voice Messaging 8
  - To set up a Message Waiting indicator 8
  - To forward Voice Mail messages to email 8
  - To be notified via text message or email that new Voice Mail is waiting 8
- Greetings 8
  - To upload a No Answer Greeting 9
  - To upload a Busy Greeting 9
- Distribution Lists 9

On Call 10
- Call Forwarding Selective 10
- Call Forwarding Always 10
- Call Forward No Answer 10
- Call Forward Busy 11

Managing Calls — Make it Easy 12
- Sequential Ring 12
- Simultaneous Ring 12
- Priority Alert 12
- Call Notify 13
- Auto Attendant 13
- Do Not Disturb 14
- Selective Call Acceptance 14
- Selective Call Rejection 14
- Extension Dialing 15
- Call Transfer 15
- Call Transfer with Consultation 15
- Call Hold 15
- 3-Way Calling 16
- Call Waiting 16
- Caller ID and Caller ID with Call Waiting 17

Hunt Group — Automatically handled 17

Work Smart 17
Call Park and Call Park Retrieve 17
Directed Call Pick-up and Directed Call Pick-up with Barge-In 17
Directed Call Pick-up with Barge-In Exemption 18
Alias 18

Time Savers 19
Speed Dial 8 19
Speed Dial 30 20

Security and Privacy 20
Caller ID Blocking per Call 20
Caller ID Blocking per Line 21
Anonymous Call Rejection 21
Call Trace 21

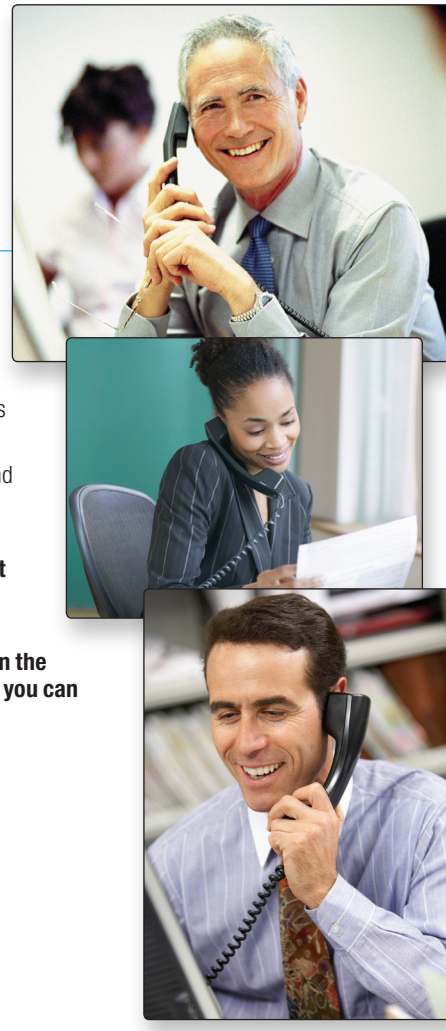
Cost Controls 22
Online bill access 22
Restrict toll or international calls 22
Block calls to 900/976/700/500 numbers 22
Block collect calls and bill to third party calls 22

More Services 22
Business Level Support 22
Music on Hold 22
Directory Listings 23
Directory Assistance 23
Directory Assistance Call Completion 23
Enhanced Directory Assistance 23
911 Emergency calls 23
Planning Assistance — 811 Service 23
Dodge Traffic Congestion — Dial 511 24
Community Services are available with 211 24
Toll Free Service 24

Useful Tips 24
Lists 24
Domestic Dialing 24
International Dialing 24
Operator services 24

Welcome to Comcast Business Class Voice

Now that you have Comcast Business Class Voice, you can enjoy the latest calling features like Voice Mail, Call Forwarding, Call Hold and more. Plus, you get **unlimited nationwide direct-dial calling** from your office including calls to Canada, Puerto Rico, US Virgin Islands, Guam, and Saipan/N. Mariana Islands.



Voice mail has never been so accessible. With Comcast's Business Voice Online, you can be notified of new voice mail, check your voice mail, review your call history and easily manage your account—all on line. You can even listen to your voice mail messages without ever picking up your phone. To access Business Voice Online, go to web.businessvoice.comcast.net

To learn more about your convenient calling features and options, flip through the following pages.

Still have questions? Want to add features and services? Your Business Class Customer Support representatives will be happy to help. Just call 1-888-737-8361.

You'll also find your Customer Support number on the business cards enclosed in this Welcome Kit. Or, you can visit us online at www.comcast.com/business

Voice Mail Access Number

Messages — Online or On the Phone

Business Class Voice Mail

Comcast Business Voice Mail enables you to manage your time without missing your calls. Callers can leave a message while you're on the phone, off-site, or just need phone-free time to focus on a project. If you are away from the office you can opt to be notified via text message or email that you have messages waiting. You can access this notification option through the Digital Voice Center.

Setting up Voice Mail

To set up your new Comcast Voice Mail service, follow these easy-to-use instructions. The first time you call into your Comcast Voice Mail, you must be at your office in order to create a new password and a personalized greeting that callers will hear when they reach your voice mail.

Note: Each line has its own voice mail and so will need to be setup individually.

First Time Voice Mail Activation

From your office:

1. Dial your office telephone number or your Voice Mail Access Number found on page 4 of this guide.
2. A tutorial will guide you through the set up of your new voice mail service.

Note: You may be prompted to enter the default password, which is the numbers 123456. Once you're in the system, listen carefully to the recorded instructions. You will be prompted to create a password, record your name, and record a customized business greeting.

Accessing Voice Mail

There are four ways to access your voice mail:

From your office:

1. Dial your office telephone by dialing your extension or dial 9 9 9 9 #.
2. When your personal greeting starts press #.
3. Enter your password when prompted.

Away from your office:

1. Dial your office telephone number.
2. When your personal greeting starts, press #.
3. Enter your password when prompted.

If you are away from the office and your office phone is forwarded, you can use the Voice Mail Access Number to go directly to your voice mail box.

Using the Voice Mail Access Number

From or away from your office:

1. Dial the Voice Mail Access Number.
2. Press #.
3. You will be prompted to enter your mailbox number, which is your 10-digit office telephone number.
4. Enter your password when prompted.

Note: If you do not have the Voice Mail Access Number, please contact your Business Class Customer Support Center. You will find their number on the business cards enclosed in this kit.

With Business Voice Online from any computer with Internet access:

1. Go to Business Class Voice Online at web.businessvoice.comcast.net
2. Log into your Comcast email.
3. Select the service you wish to access on the left side of the Navigation Page.

See page 7 to find out more about Business Class Voice Online.

Managing Voice Mail

When you access Comcast Voice Mail by phone, you will be in the Main Menu. This menu will prompt you with a set of options to use in managing your messages. Once you've made a selection from the Main Menu, you will hear prompts to guide you through further options. The following is a list of options available to you from the Main Menu.

Main Menu options:

Press 1 to access Voice Messaging.

Press 3 to record personalized name.

Press 4 to change Call Forwarding options.

Press 6 to make calls.

Press 8 to change password.

Press 9 to exit.

Press # to repeat Main Menu.

Once you've made a selection from the Main Menu, you will hear prompts to guide you through further options.

Message Options:

Press 2 to review your new messages. While playing the message you can:

- Press 1 to skip backwards 3 seconds.
- Press 2 to pause playback of a message.
- Press 3 to skip forward 3 seconds.
- Press 4 to skip to the beginning of a message.
- Press 6 to skip to the end of a message.
- Press 7 to delete the message.
- Press # to save the message.

After you've listened to your new messages, you have the following options:

- Press 2 to replay the message. While playing the message you can:
  - Press 4 to return to the previous message.
  - Press 6 to skip to the next message.
  - Press 8 to call the sender of your message.
  - Press 9 to hear more options.
  - Press * to return to the Main Menu.
- Press # to repeat menu.

Greeting options:

Press 1 for Message Management options like updating your various greeting messages. You then have the following options:

- Press 2 for line busy Greeting Menu.
- Press 3 for no answer Greeting Menu.
- Press 5 for the Compose Message Menu.

Using Your Voice Mailbox to Forward Calls

You can use your Voice Mailbox to activate and deactivate Call Forwarding options when you are out of the office or when your office phone is already in Call Forwarding mode.

To Activate Call Forwarding:

1. Access your Messaging Center (your Voice Mailbox) by dialing the Voice Mail Access Number found on page 4 of this guide.
2. Enter your password.
3. From the Main Menu, dial 4 for Call Forwarding.
4. Follow the prompts to enter a forwarding destination number or to update your call forwarding options.

Leaving Messages for Other Users in your Group

During Greeting:

1. Press # to interrupt the greeting and start recording a new voice or video message.
2. Press * to transfer out of greeting to your Voice Mailbox password prompt.
3. Press 0 to transfer out of greeting to pre-configured number.

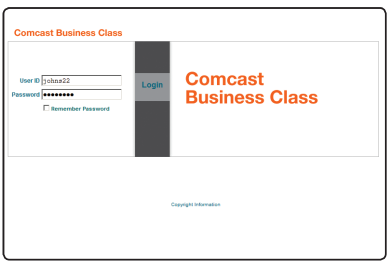
While Recording Message:

1. Press * to cancel recording and transfer to Voice Mailbox password prompt.
2. Press 0 to cancel recording and transfer to pre-configured number.
3. Press # to stop recording and review message.

Business Voice Online

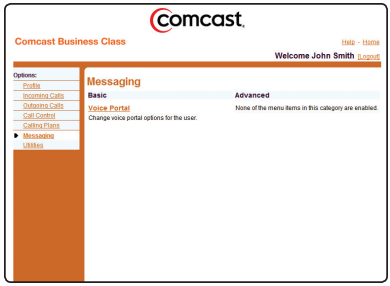
web.businessvoice.comcast.net

Your phone call management is as close as your laptop when you're on the road or anywhere you have online access. Your Business Voice Online enables you to web-manage many of your regular business phone features.



Using your Voice Online

1. From your browser, log on to web.businessvoice.comcast.net
2. You are on the Main Navigation Page.
3. Find the service you wish to access on the left side of the Navigation Page.



To set the number of rings before a call goes to Voice Mail:

1. On the left side of your Main Navigation Page, click "Messaging."
2. From the Messaging Page, select "Greetings."
3. Under "Number of rings before greeting," select the option for how many times you would like the phone to ring before the greeting starts.
4. Click "Apply."

To Activate/Deactivate Voice Messaging (Voice Mail):

1. From your Main Navigation Page, click "Messaging."
2. From the Messaging Page, select "Voice Management."
3. Select your preference as "On" or "Off."
4. Click "Apply."

To set up a Message Waiting indicator:

1. From your Main Navigation Page, click "Messaging."
2. From the Messaging Page, select "Voice Management."
3. Under "When a voice message arrives," check the box for Use phone message waiting indicator.
4. Click "Apply."

To forward Voice Mail messages to email:

1. From the Messaging Page, select "Voice Management."
2. Under "When a voice message arrives," select the option Forward it to this email address.
3. In the text box, enter the email address.
4. Click "Apply."

To be notified via text message or email that new Voice Mail is waiting:

1. From the Messaging Page, select "Voice Management."
2. Under "Additionally…" select the checkbox "Notify me by email of the new voice message at this address."
3. In the text box enter the email address or SMS address.
4. Click "Apply."

Greetings

Message Greetings enable you to upload personal WAV files as greetings to use when people reach your voice messaging box. You may provide up to three alternate no answer recordings, although you can access only one of these greetings at a time.

To upload a No Answer Greeting:

1. From the Messaging Page, select “Greetings.”
2. If you want callers to hear a standard greeting, select “System Greeting.”
3. To have callers hear your personalized greeting, select “Unavailable Greeting.”
4. Type the name of the WAV file with your message or use your Browse button to locate the file.
5. Click “Apply.”
6. Click “OK” to save and return to the previous page.

To upload a Busy Greeting:

1. From the Messaging Page, select “Greetings.”
2. If you want callers to hear a standard greeting, select “System Greeting.”
3. To have callers hear your personalized greeting, select “Personal Greeting.”
4. Type the name of the WAV file with your message or use your Browse button to locate the file.
5. Click “Apply.”
6. Click “OK” to save and return to the previous page.

Distribution Lists

Immediately broadcast a message to any combination of customers and colleagues with a Distribution List. You can create up to 14 different lists that will enable you to send bulk voice mail.

To create a Distribution List:

1. From the Messaging Page, select “Distribution Lists.”
2. Select one of the 14 tabs to set up your Distribution List.
3. In the Description text box, input a name or description of the list you will create.
4. Click “Apply.”
5. You have now set up a tab for your distribution list and the numbers for that list.

To add phone numbers to a Distribution List:

1. From the Messaging Page, select “Distribution Lists.”
2. Select the appropriate tab for the list to receive additional phone numbers.
3. Type the number in the Phone Number box.
4. Click “Add.” The new number is added to your list.
5. Click “Apply.”

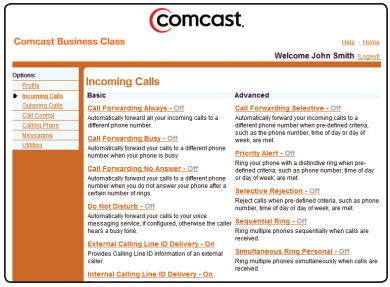
To delete a phone number from a Distribution List:

1. From the Messaging Page, select “Distribution Lists.”
2. Select the tab of the list you wish to change.
3. Check the Delete box next to the phone number(s) you wish to remove.
4. Click “Delete.” All checked numbers are deleted.

On Call

Call Forwarding Selective

Forward only those calls you don't want to miss. Call Forwarding Selective allows you to create a list of people whose calls will be forwarded to a number you designate. When you activate this feature, only calls from those individuals on your list will be forwarded.


Comcast
Comcast Business Class
Help - Home
Welcome John Smith Logoff
Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Messaging
Utilities
Incoming Calls
Basic
Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.
Call Forwarding Busy - Off
Automatically forward your calls to a different phone number when your phone is busy.
Call Forwarding No Answer - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
Do Not Disturb - Off
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.
External Calling Line ID Delivery - On
Provides Calling Line ID information of an external caller.
Internal Calling Line ID Delivery - On
Advanced
Call Forwarding Selective - Off
Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.
Priority Alert - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.
Selective Rejection - Off
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.
Sequential Ring - Off
Ring multiple phones sequentially when calls are received.
Simultaneous Ring Personal - Off
Ring multiple phones simultaneously when calls are received.

To use Call Forwarding Selective:

1. From the Main Navigation Page, click "Incoming Calls."
2. From the Incoming Calls Page, click "Call Forwarding Selective."
3. Designate the number where you want to forward calls.
4. Click "Apply."
5. After designating the forwarding number, click "Add" and then enter the list of numbers that you want to selectively forward.
6. Once your list is saved, you can then activate, edit, and/or delete your list.

Call Forwarding Always

Call Forwarding Always enables you to forward ALL of your incoming calls.

To Activate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 2 and wait for the voice prompts.
3. Dial the number where your calls will be forwarded. You will hear a voice prompt confirmation.
4. If you want to change the "forward to" number, then repeat steps 1-3.

Note: Some areas require you to dial a "1" before placing a long distance call. If you are forwarding your calls to a long distance number and you are normally required to dial "1" plus the area code to place that call, be sure to include those numbers when you program Call Forwarding.

To Deactivate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 3. Call Forwarding Always is now turned off.

Note: While Call Forwarding Always is active, you will hear a splash ring on your phone to remind you that the feature is active. You will not be able to answer any calls on your line while Call Forwarding Always is active. To resume receiving calls on your business line, cancel Call Forwarding Always.

To Activate/Deactivate Call Forwarding Always online:

1. From the Main Navigation Page, click "Incoming Calls."
2. Click "Call Forwarding Always."
3. Input the "forward to" number and select a ring splash reminder option.
4. Select "Call Forwarding" to activate Call Forwarding of ALL calls, or "Off" to deactivate Call Forwarding.

Call Forward No Answer

Redirect incoming calls to another telephone number when you are unable to answer. When you know you won't be back in time for a critical call, you can program and activate Call Forward No Answer to ring your current location, your cell phone, or a colleague.

To Activate Call Forward No Answer from your phone:

1. Pick up the phone and press * 9 2.
2. Dial the number where you want to direct your call. (Be sure to include any access numbers and area codes you normally use to call this number).

To Deactivate Call Forward No Answer from your phone:

1. Pick up the phone and press * 9 3.
2. Hang-up to deactivate. Incoming calls may now be received normally.

To Activate Call Forward No Answer online:

1. Log on to web.businessvoice.comcast.net
2. From the Main Navigation Page, select "Incoming Calls."
3. On the Incoming Calls page, click "Call Forward No Answer."
4. Click "Activate" and input the number where incoming calls should go.

To Deactivate Call Forward No Answer online:

1. From the Main Navigation Page, select "Incoming Calls."
2. From the Incoming Calls page, click "Call Forward No Answer."
3. Click "Deactivate." Your call activity will return to normal.

Call Forward Busy

When you're waiting for a critical call, but still need to use your telephone, Call Forward Busy enables you to send all incoming calls to an alternate number when you're using your line. Simply activate Call Forward Busy before making your call, or activate Call Forward Busy online while speaking if your call becomes unexpectedly lengthy.

To Activate Call Forward Busy from your phone:

1. Pick up the phone and press * 9 0.
2. Dial the number where you want to direct your call.

To Deactivate Call Forward Busy from your phone:

1. Pick up the phone and press * 9 1.
2. Hang-up. Your incoming calls may now be received normally.

To Activate Call Forward Busy online:

1. From the Main Navigation Page, select "Incoming Calls."
2. On the Incoming Calls page, click "Call Forward Busy."
3. Click "Activate" and input the number where incoming calls should go.

To Deactivate Call Forward Busy online:

1. From the Main Navigation Page, select "Incoming Calls."
2. On the Incoming Calls page, click "Call Forward Busy."
3. Click "Deactivate." Your incoming calls will come straight through.

Note: Remember, if "1" plus the area code are normally necessary to make a call, they must be included in any Call Forwarding feature.

Managing Calls — Make it Easy

Sequential Ring

Sequential Ring enables you to define a "find me" list of phone numbers or URLs, which are alerted sequentially when you receive an incoming call. If an incoming call to your line is not answered within a given number of rings, your calling party will hear an announcement stating the system is attempting to locate you. If your last Sequential Ring number remains unanswered, your caller is sent to your voice mail.

To set up Sequential Ring:

1. From the Main Navigation Page, click "Incoming Calls."
2. From the Incoming Calls Page, click "Sequential Ring."
3. From the Sequential Ring Page, select the "Use Base Location First" option.
4. Select the number of rings before incoming calls are redirected to your "find me" phone numbers.
5. Enter your "find me" phone numbers in the order most likely to reach you first.
6. Enter the number of rings before your incoming call is redirected to the next line.
7. Click "Apply."

To Activate/Deactivate Sequential Ring:

1. From the Main Navigation Page, click "Incoming Calls."
2. From the Incoming Calls Page, click "Sequential Ring."
3. On the Sequential Ring Page, click "On" or "Off" to activate/deactivate.

Simultaneous Ring

Simultaneous Ring will ring multiple phone numbers simultaneously on all incoming calls to your line. The first destination to be answered is connected.

To set up Simultaneous Ring:

1. From the Incoming Calls Page, click "Simultaneous Ring."
2. On the Simultaneous Ring Page, select a "How to handle incoming calls" option.
3. Under "Sim Ring Phone List," enter the number you want to ring.
4. Click "Add."
5. Repeat steps 3 and 4 until you have added all the numbers you want to ring.
6. Click "Apply."

To Activate/Deactivate Simultaneous Ring:

1. From the Incoming Calls Page, click "Simultaneous Ring."
2. On the Simultaneous Ring Page, click "On" or "Off" to activate/deactivate.

Priority Alert

Priority Alert enables you to make your phone utilize a different ring tone based on pre-defined criteria. Use this service if you want to know when anyone from a specific company calls or any member of a group is working on a critical project. Priority Alert can be a list of up to 12 phone numbers or digit patterns as well as a specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number plus day of week and time of day).

To set up Priority Alert:

1. Log on to web.businessvoice.comcast.net
2. From the left hand side of your Main Navigation Page, select “Incoming Calls.”
3. Click “Priority Alert.”
4. Click “Add.”
5. Enter a title to describe the specific criteria.
6. Enter the timeframe.
7. Enter up to 12 specific phone numbers.
8. When you are certain all the information is correct, click “OK.”

To Activate/Deactivate Priority Alert:

1. From the Incoming Calls Page, click “Priority Alert.”
2. Select the appropriate title.
3. Click “Activate” or “Deactivate.”

Call Notify

There are certain incoming calls you want to know about as soon as possible. Call Notify sends an email when specific calls that you designate come in. You specify the pre-defined criteria such as phone number, time of day or week. Call Notify will send an email only when all of the pre-defined criteria are met.

To set up Call Notify:

1. Log onto Business Class Voice Online at web.businessvoice.comcast.net
2. From the left hand side of your Main Navigation Page, select “Incoming Calls.”
3. Click “Call Notify.”
4. Click “Add.”
5. Enter a title to describe the specific criteria.
6. Enter the timeframe.
7. Enter up to 12 specific phone numbers.
8. When you are certain all the information is correct, click “OK.”

To use Call Notify:

1. Log onto Business Class Voice Online at web.businessvoice.comcast.net
2. You are now on the Main Navigation Page.
3. From the left hand side of the Navigation Page, select “Incoming Calls.”
4. Select Call Notify to Toggle On or Off.

Auto Attendant

Auto Attendant ensures that incoming calls receive prompt, consistent, and professional treatment.

Customers route themselves via menu prompts directly to the specific information or department they seek. Auto Attendant can provide information frequently asked for like hours of operation, make sales and daily “specials” announcements, or give detailed directions to your location.

Auto Attendant gives your company the "Big Business" sound of multiple departments and a receptionist or frees your receptionist for other duties. Auto Attendant setup is managed through your Business Class Customer Support Center. For more information, call **1-888-737-8361.**

Do Not Disturb

When the Do Not Disturb (DND) service is activated, all calls are processed as if your line is busy and cannot receive calls. Your incoming calls will go directly to your mailbox.

Note: If your line is on Do Not Disturb, Hunt Group will automatically skip over your line to the next available one.

To Activate/Deactivate Do Not Disturb from your phone:

Dial [*] [7] [8] to activate and [*] [7] [9] to deactivate. The system will play a confirmation announcement before you hang up.

To Activate/Deactivate Do Not Disturb online:

1. From the Main Navigation Page, click "Incoming Calls."
2. From the Incoming Call Page, click "Do Not Disturb."
3. Click to toggle "On" or "Off."
4. Click "Apply."

Note: Your phone will not ring until you deactivate Do Not Disturb.

Selective Call Acceptance

You are working against a deadline and do not want to be distracted with incoming calls, but you are waiting for specific people to call you. Selective Call Acceptance enables you to designate certain phone numbers and other criteria which will allow the calls you want to come through. All other calls are blocked and the caller is informed that you are not taking calls at this time.

To set up Selective Call Acceptance:

1. Log onto Business Class Voice Online at web.businessvoice.comcast.net
2. From the left hand side of the Main Navigation Page, select "Incoming Calls."
3. Click "Selective Call Acceptance."
4. Click "Add."
5. Enter a title to describe the specific criteria.
6. Enter the timeframe.
7. Enter up to 12 specific phone numbers.
8. When you are certain all the information is correct, click "OK."

To Use Selective Call Acceptance:

1. Log onto Business Class Voice Online at web.businessvoice.comcast.net
2. You are now on the Main Navigation Page.
3. From the left hand side of the Navigation Page, select "Incoming Calls."
4. Select Selective Call Control to Toggle On or Off.

Selective Call Rejection

Program your phone to act as a gatekeeper. Select times of the day to reject ALL calls or specific numbers to enable you to work uninterrupted and prevent disturbing calls during important meetings. Set up this time-saving function online via web.businessvoice.comcast.net

To set up Selective Call Rejection:

1. From the left hand side of Main Navigation Page, select “Incoming Calls.”
2. Click “Selective Call Rejection.”
3. Click “Add.”
4. Enter a title to describe the specific criteria.
5. Enter the timeframe.
6. Select Calls from any number, or enter specific phone numbers.
7. When you are certain all the information is correct, click “OK.”

To Activate/Deactivate Selective Call Rejection:

1. From the Incoming Calls Page, click “Selective Call Rejection.”
2. Select the appropriate title.
3. Click “Activate” or “Deactivate.”

Extension Dialing

Extension dialing speeds intra-office communications and several of the Business Class Features you will use are enabled by extension dialing. An extension is designated as the last four digits of any phone number in your account group. To place an intra-office extension call, dial the last four digits of the phone number you wish to reach, then press [#].

Call Transfer

Quickly respond to customers by transferring incoming calls to the appropriate party or to an off-site facility.

To use Call Transfer:

1. Use the switchhook or flash button on your phone to get a second dial tone.
2. Dial the phone number or extension of your destination party. Use the [#] sign to designate the end of your number.
3. When the destination party answers, hang up to complete transfer.

Call Transfer with Consultation

Announce your caller to a colleague or briefly explain a caller issue to be resolved.

To use Call Transfer with Consultation:

1. Press and release the switchhook or flash button to get a second dial tone. Your caller is now on hold.
2. Dial the phone number or extension of your destination party. Use the [#] sign to designate the end of your phone number.
3. When the second party answers, you can speak privately before you connect to your original caller. When you are ready to connect all parties, press and release the switchhook or flash button.
4. You now have your incoming call and your destination party on the line. Make any introductions or references to issues while the caller is on the line.
5. Hang up and your transfer is complete.

Call Hold

Call Hold enables you to quickly telephone a second number or check information while a customer is on the line.

To use Call Hold:

1. Press and release the switchhook or flash button on your phone.
2. When you hear the second dial tone, press * 2 2.
3. Your customer is now on hold. You can dial a second number.
4. To deactivate Call Hold and return to your original call, repeat steps 1 and 2. You may also toggle between two calls by repeating steps one and two.

3-Way Calling

Create your own 3-party conference calls. Often it's more efficient to get your colleagues or clients on the phone at the same time. 3-Way Calling makes it easy to collaborate on a 3-Way Conference call.

To set up 3-Way Calling:

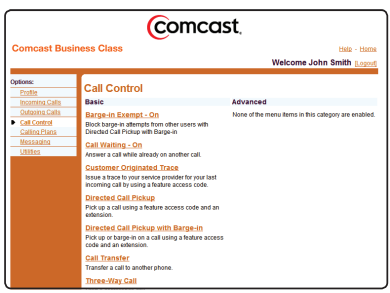
1. Once you are connected to the first party, press and release the switchhook or flash button.
2. The first party is now on hold, and you will hear a second dial tone.
3. Dial the number of the second party.
4. When the second party answers, you can speak privately before you connect to the first party. When you are ready to connect all parties, press and release the switchhook or flash button.

Note: If the second party's line is busy or there is no answer, you can disconnect the second party by pressing and releasing the switchhook or flash button twice. The first party will still be on the line.

Call Waiting

Take a second call without disconnecting the first. When you're on the phone, a Call Waiting tone alerts you that you have an incoming call. Call Waiting enables you to put the first caller on hold and answer the second call. If you're on an important call and do not wish to answer the incoming call, you can simply continue talking.

You can also temporarily cancel Call Waiting so that you will not be disturbed during a critical call. If you temporarily cancel Call Waiting, incoming calls will be forwarded directly to your voice mail. Call Waiting is automatically restored for the next call.


comcast
Comcast Business Class
Help - Home
Welcome John Smith Logout
Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Messaging
Utilities
Call Control
Basic
Advanced
None of the menu items in this category are enabled.
Barge-in Exempt - On
Block barge-in attempts from other users with Directed Call Pickup with Barge-in
Call Waiting - On
Answer a call while already on another call.
Customer Originated Trace
Issue a trace to your service provider for your last incoming call by using a feature access code.
Directed Call Pickup
Pick up a call using a feature access code and an extension.
Directed Call Pickup with Barge-in
Pick up or barge-in on a call using a feature access code and an extension.
Call Transfer
Transfer a call to another phone.
Three-Way Call

To Activate/Deactivate Call Waiting online:

1. From the Main Navigation Page, click "Call Control."
2. Click "Call Waiting."
3. Select "On" or "Off" to enable or disable Call Waiting for all calls.

To use Call Waiting:

1. When you hear the Call Waiting tone, press and release the switchhook or flash button.
2. Your first call will be placed on hold, and your second call will be on the line.
3. You can alternate the two calls as often as you'd like by pressing and releasing the switchhook or flash button.
4. To end the first call and answer the second, simply hang up. Your phone will ring, and the second caller will be on the line.

5. You can also end either the first or the second call by asking the caller to hang up.

To temporarily cancel Call Waiting from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 0, then dial the party you wish to call.
3. Call Waiting is canceled for the current call only.

Note: Call Waiting is not available with Hunt Group.

Caller ID and Caller ID with Call Waiting

When you hear the Call Waiting tone, Caller ID with Call Waiting enables you to see the number, and, where available, the name of your incoming caller. If you decide you want to answer the second call, press and release the switchhook or flash button. If you choose not to answer the call, the caller will be forwarded directly to your voice mail.

Note: Special equipment is required to take advantage of Caller ID with Call Waiting. Comcast does not provide the equipment. Some types of calls cannot be displayed with Caller ID with Call Waiting.

Hunt Group — Automatically handled

A busy signal is an opportunity lost. But with Hunt Group, when an incoming call reaches a busy signal, the call is automatically routed to the next open line. "Hunting" not only keeps your call volumes flowing at their most efficient levels, but enables you to capture a call that might otherwise be lost. Hunt Group checks each of your lines seeking an open line for one full rotation of all of your lines. After it has determined that there are no open lines, Hunt Group will check the original line for a voice mail box. If voice mail is assigned to that line, the call is forwarded to voice mail.

When you place your Business Class Order for multiple lines, Hunt Group will be set up to ensure swift and timely answers to all your customer calls.

Work Smart

Call Park and Call Park Retrieve

The information your client needs is on the other end of the building or in a colleague's office. Call Park will position the call on hold so that you can retrieve it from another extension closer to the information you need or any designated extension including your own.

To use Call Park:

1. Press flash or use the switchhook on your phone and press * 6 8.
2. You will be prompted to enter the extension number of your colleague or the extension where you would like to park your call.
3. Your call is parked and can be picked up at the extension you designated.

To use Call Park Retrieve:

1. Press flash or use the switchhook on your phone and press * 8 8.
2. You are now connected to the call you parked.

Directed Call Pick-up and Directed Call Pick-up with Barge-In

By activating Direct Call Pick-up and Direct Call Pick-up with Barge-In online, you enable co-workers or departments in a call group to answer a ringing extension or join an ongoing telephone call. Specific Call Groups for these features will be set up at the time of installation and can be changed by calling Business Support Services toll free at the number listed on the enclosed business cards.

To set up and activate Directed Call Pick-up:

1. On the left side of your Main Navigation page, click “Call Control.”
2. Click “Call Pick-up.”
3. You can now view the members of your Call Pick-up group and their departments.
4. The primary customer can modify any pick-up group by calling Customer Support.

To use Directed Call Pick-up:

1. Press flash or use the switchhook on your phone, then press * 9 7.
2. Enter the extensions where the phone call is ringing.
3. The ringing call is now on your extension.

To use Directed Call Pick-up with Barge-In:

1. Press flash or use the switchhook on your phone and press * 3 3 plus the extension of the call you wish to join.
2. Your colleague will hear a warning tone.
3. You are now included in your colleague’s call.

To Activate/Deactivate the Warning Tone:

The primary customer can activate or deactivate a Warning Tone prior to Barge-In by calling Customer Support.

To view the status of the Warning Tone:

1. From the Call Control page, click “Directed Call Pick-up with Barge-In.”
2. The page will display a Warning Tone “On” or “Off” message.

Directed Call Pick-up with Barge-In Exemption

If you are in the midst of a complex negotiation and a Barge-In would be inappropriate, Directed Call Pick-up with Barge-In Exemption prohibits any interruption of your conversation from other users.

To Activate/Deactivate Barge-In Exempt:

1. From the Call Control page, click “Barge-In Exempt.”
2. From the Barge-In Exempt page, click “On” for uninterrupted calls, or “Off” for normal calls to which colleagues could contribute.

Alias

When calling from a phone off-site or from your cell phone, Aliases enable you to make your voice messaging box perform as if you are calling from your office phone. This is a particularly handy feature when checking your voice mail with your cell phone.

To add an Alias:

1. From the Messaging Page, select “Aliases.”
2. Click “Add.”
3. Type your alias number in the box entitled Phone Number.
4. Click “Apply.”
5. Click “OK” to save and return to the previous page.

To delete an Alias:

1. From the Messaging Page, select “Aliases.”
2. Check the Delete box next to the number you wish to remove.
3. Click “Apply.”
4. Click “OK” to save and return to the previous page.

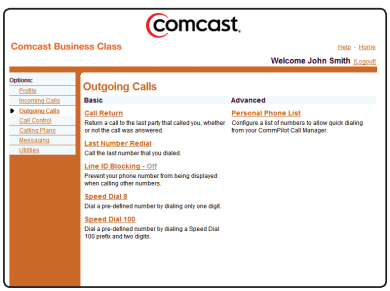
Time Savers

Speed Dial 8

Designate 8 of your most frequently called clients, vendors, and colleagues for Speed Dial 8 so that you can dial them instantly by pressing just one digit. You can program both local and domestic long distance numbers.

To set up Speed Dial 8 from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 4 and listen for the stutter dial tone.
3. Enter a speed dial digit between 2 and 9.
4. Dial the phone number you would like the digit to represent. (Remember to include the area code and any other numbers necessary to place the call).
5. Listen for the voice prompt confirmation.
6. To add the next number, repeat steps 2 through 5.


comcast
Comcast Business Class
Help - Home
Welcome John Smith Logout
Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Messaging
Utilities
Outgoing Calls
Basic
Advanced
Call Return
Return a call to the last party that called you, whether or not the call was answered.
Personal Phone List
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
Last Number Redial
Call the last number that you dialed.
Line ID Blocking - Off
Prevent your phone number from being displayed when calling other numbers.
Speed Dial 8
Dial a pre-defined number by dialing only one digit.
Speed Dial 100
Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.

To set up Speed Dial 8 from your computer:

1. Log on to the Main Navigation Page at web.businessvoice.comcast.net
2. From the Main Navigation Page, click “Outgoing Calls.”
3. Click on “Speed Dial 8.”
4. Enter the appropriate phone numbers in the boxes corresponding with digits 2-9.
5. Click “Apply.”

To use Speed Dial 8:

1. Lift the receiver and listen for the dial tone.
2. Press the digit (2 through 9) that represents the number you wish to call, then press #.

Speed Dial 30

Speed Dial 30 enables you to dial 30 of your most frequently called customers, vendors, or colleagues by pressing just two digits. You can program both local and domestic long distance numbers.

To set up Speed Dial 30 from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 5 and listen for the stutter dial tone.
3. Enter any two digits through 99.
4. Dial the phone number you would like the digits to represent. (Remember to include the area code and any other numbers necessary to place the call).
5. Listen for the voice prompt confirmation.
6. To add the next number, repeat steps 2 through 5.

To set up Speed Dial 30 from your computer:

1. From the Outgoing Calls page, click "Speed Dial 30."
2. Click "Add," your Speed Dial 30 Management Page appears.
3. Select a two digit Speed Dial code.
4. Type a name or description for the Speed Dial number in the Description text box.
5. Type the phone number you are assigning to your Speed Dial code.
6. Click "OK."

To use Speed Dial 30:

1. Lift the receiver and listen for the dial tone.
2. Dial the two digits that represent the number you wish to call, then press #.

Security and Privacy

Caller ID Blocking per Call

You control when your business name and number appear on Caller ID. Caller ID Blocking enables you to block your business name and number from appearing on select calls you place. You may also want to employ Caller ID Blocking per Line so that EVERY call from a specific line is anonymous. Caller ID Blocking per Line is available via web.businessvoice.comcast.net

Refer to page 21 for online access instructions.

To use Caller ID Blocking per Call:

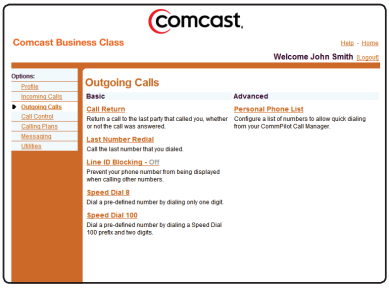
To ensure your business name/number is marked "Private" or "Anonymous" on select calls:

1. Lift the receiver and listen for the dial tone.
2. Press * 6 7.
3. When you hear a second dial tone, dial the number you wish to call.
4. Your name and number will be blocked for the current call only.

Note: Caller ID Blocking per Call may not be available on some calls, including calls to 911.

Caller ID Blocking per Line

Caller ID Blocking per Line ensures that your business name and number are marked Private or Anonymous on ALL outgoing calls on a specific line. Some clients and businesses may reject incoming calls that are marked Private or Anonymous, and, in these instances, you can temporarily cancel Caller ID Blocking per Line to enable you to call those numbers. Your Caller ID Blocking per Line function is automatically restored for the next call.


Comcast
Comcast Business Class
Help - Home
Welcome John Smith Logout
Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Messaging
Utilities
Outgoing Calls
Basic
Advanced
Call Return
Return a call to the last party that called you, whether or not the call was answered.
Personal Phone List
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
Last Number Redial
Call the last number that you dialed.
Line ID Blocking - Off
Prevent your phone number from being displayed when calling other numbers.
Speed Dial 8
Dial a pre-defined number by dialing only one digit.
Speed Dial 100
Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.

To use Caller ID Blocking per Line:

1. From the left hand side of the Main Navigation Page, select “Outgoing Calls.”
2. Click “Line ID Blocking.”
3. Select “On” or “Off.”
4. Click “Apply.”

To cancel Caller ID Blocking per Line from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press * 6 5.
3. When you hear a second dial tone, dial the number you want to call.
4. Your business name and number will appear on your party’s Caller ID display for this call only.

Anonymous Call Rejection

Anonymous Rejection announces to callers who block the display of their name and number that you are not accepting anonymous calls and instructs them to unblock their information and dial you again.

To Activate/Deactivate Anonymous Rejection:

1. Log onto Business Class Voice Online at web.businessvoice.comcast.net
2. You are now on the Main Navigation Page.
3. From the left hand side of the Navigation Page, select “Incoming Calls.”
4. Select Anonymous Rejection to Toggle On or Off.

Call Trace

Protect your business against offensive phone calls.

Call Trace ensures that the number of your last incoming caller is traced so that appropriate action may be taken against the harassing party.

To use Call Trace:

1. Directly after your party disconnects, lift the receiver and listen for the dial tone.
2. Press * 5 7. Listen for the voice prompt confirmation.
3. The information provided by Call Trace will not be available to you directly but will instead be available only to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life-threatening, call your local law enforcement authorities immediately.

Cost Controls

Online bill access

Your Comcast Business Class Voice monthly billing statement will include a summary of charges you've incurred for the month. In order to view detailed call records, you will need to access your bill online through www.comcast.com. Registration is fast, easy, and free. First-time users will be prompted to create a user profile and password. Returning users can log in by entering their user name and password.

1. Go to www.comcast.com/viewbill
2. Enter your user name and password.
3. Follow prompts to view billing statements, make payments, order services, and more.

Restrict toll or international calls

Call restriction services allow you to restrict toll and/or international calls made from your office phone. Contact your Business Class Service Center for more information.

Block calls to 900/976/700/500 numbers

All Comcast business phone lines come with 900/976/700/500 Call Blocking activated so that calls to these numbers are automatically blocked. Call Blocking to these numbers cannot be removed. There is no charge for this service.

Block collect calls and bill to third party calls

Collect calls and bill to third party calls can also be blocked. For more information, contact your Business Class Customer Support Center. You'll find their number on the business cards enclosed in this kit.

More Services

Business Level Support

Your dedicated Business Class technical support team is available to assist you 24 hours a day, 7 days a week. To contact tech support, call **1-888-737-8361.** You'll also find the Customer Support number on the business cards enclosed in this kit.

Music on Hold

When your customers are placed on hold or while on Call Park, music reassures them that the call is still connected.

To manage Music on Hold online:

1. From the Main Navigation Page, click "Call Control."
2. From the Call Control page, select "Music On Hold."
3. Click the "On" or the "Off" button to activate/deactivate.
4. Click "Apply."

If you know you will not want Music on Hold during a call (for instance, prior to joining a conference call when you would not want to disrupt the meeting with your hold music) this feature can also be temporarily deactivated from your phone before you make your call.

To temporarily Deactivate Music on Hold from your phone prior to placing a call:

1. Pick up your handset and dial * 6 0.
2. You will hear a stutter dial tone and then a second dial tone.
3. When you hear the second dial tone, place your call normally.
4. You will be able to use the Call Hold feature during this call and there will be no music.
5. Music on Hold will resume functioning normally once you hang up.

Note: Music on hold is not connected to the "Hold" button on your telephone and will function only with the * 2 2 Call Hold command.

Directory Listings

A directory listing in both the White Pages and Yellow Pages is included with your Comcast Business Class Voice service.

Directory Assistance

Dial 4 1 1 for access to local, long distance, and international numbers.

Directory Assistance Call Completion

Dial 4 1 1 for access to both local and long distance numbers, then press the indicated key and your call will be connected.

Enhanced Directory Assistance

Now when you dial 4 1 1, you can get even more valuable information like fully interactive, turn-by-turn driving directions from a live operator. Or get the name of the nearest cross street for any listing you request.

Note: Directory Assistance calls are charged on a per-use basis. For prices, call Comcast Customer Support.

911 Emergency calls

In most major cities, emergency police, fire, and medical services can be reached by dialing 911. Enhanced 911 (E911) automatically provides the emergency service with your telephone number and location when you dial 911 from your business phone. Remember, dial 9 1 1 immediately in case of any emergency.

Note: Comcast Business Class Voice service may have E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Comcast must have your correct service address. If you move Comcast Business Class Voice service to a different address without Comcast approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Comcast Business Class Voice service (including 911) may fail altogether.
- Comcast Business Class Voice service uses the electrical power in your office. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Calls, including calls to 911, may or may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or other technical problems.
- Prior to changing your address or moving your service, or if you have any 911-related questions, please call your Business Class Customer Support Center.

You will find their number on the business cards enclosed in this kit. Comcast will need several business days to update your new service address in the E911 system.

Planning Assistance — 811 Service

If you are expanding the footprint of your building, or if you are an Architect or Contractor, you know how important "Call Before You Dig" can be. With Comcast Business Voice, you can access this critical information by dialing 8 1 1.

Dodge Traffic Congestion — Dial 511

Double check traffic to ensure you'll arrive on time by dialing 5 1 1 to get the latest traffic information and avoid congested areas due to an accident or construction. Although Business Class Voice supports 511, not all states have fully deployed this service. Check to see if it is available in your area by going to http://www.ops.fhwa.dot.gov/511/

Community Services are available with 211

211 is an easy-to-remember number connecting you to community services like after-school programs, health services, food banks, or other essential human services. Like 911 for emergencies, 211 provides direct, personal, professional, and confidential assistance. Help is available 24 hours a day, 365 days a year, in multiple languages (including Spanish). Although Business Class supports 211 services, it is not available in all states. Go to http://www.211.org/ to find out about 211 service in your area.

Toll Free Service

Can help you generate more calls and more business opportunity. Toll Free Service can help you expand your business by enabling your customers to place orders via a Toll Free number. Also, you can promote good customer service by offering your customers a Toll Free Customer Service line. Many customers include their Toll Free numbers on their website, as it makes them easier to do business with. A Comcast Business Class Toll Free line for your company is as fast and easy as a "toll-free" call to your Business Class Customer Support team at 1-800-391-3000.

Useful Tips

Lists

Some of the calling features require you to create a list (e.g.: priority list, block list, etc.). These lists are distinct from one another and remain stored so that each time you activate a particular feature, the feature will refer to the list created for it.

Domestic Dialing

Dial as you normally would. You can also reference your local telephone book for more information on dialing instructions and calling areas.

International Dialing

To place the call yourself, dial 0 1 1, plus the country code, then the phone number. If you don't know the country code or want a Comcast Operator to place the call for you, dial 0 0.

Operator services

To contact the operator, press 0 for local calls and 0 0 for long distance calls. An operator can help you place certain types of calls such as:

- **Collect calls** — The operator will connect you and request payment from the called party.
- **Person-to-person calls** — The operator will connect you to a specific person.
- **Bill to third party calls** — The operator will connect you and request payment from a third party.

Note: Services may not be available in all areas. Additional charges will depend on the service requested. For prices call your Business Class Customer Support Center. You'll find their number on the business cards enclosed in this kit.